



## How to Report a Change

### Tenant Portal

Residents can initiate a interim at anytime by “Reporting a Change” in family composition, incomes, and/or expenses.



# HOW TO LOGIN TO MYPORTAL

# HOW TO LOGIN

## STEP 1

The Head of Household will need to have already created an account by registering on the RentCafe PHA website.

<https://myportal.hacg.org/>

**Please Note that this guide is subject to change as updates are made in RENTCafé.**

myportal.hacg.org



Home Photos Map Contact Us

Call us : 9197354226 | Applicant Login | Resident Login



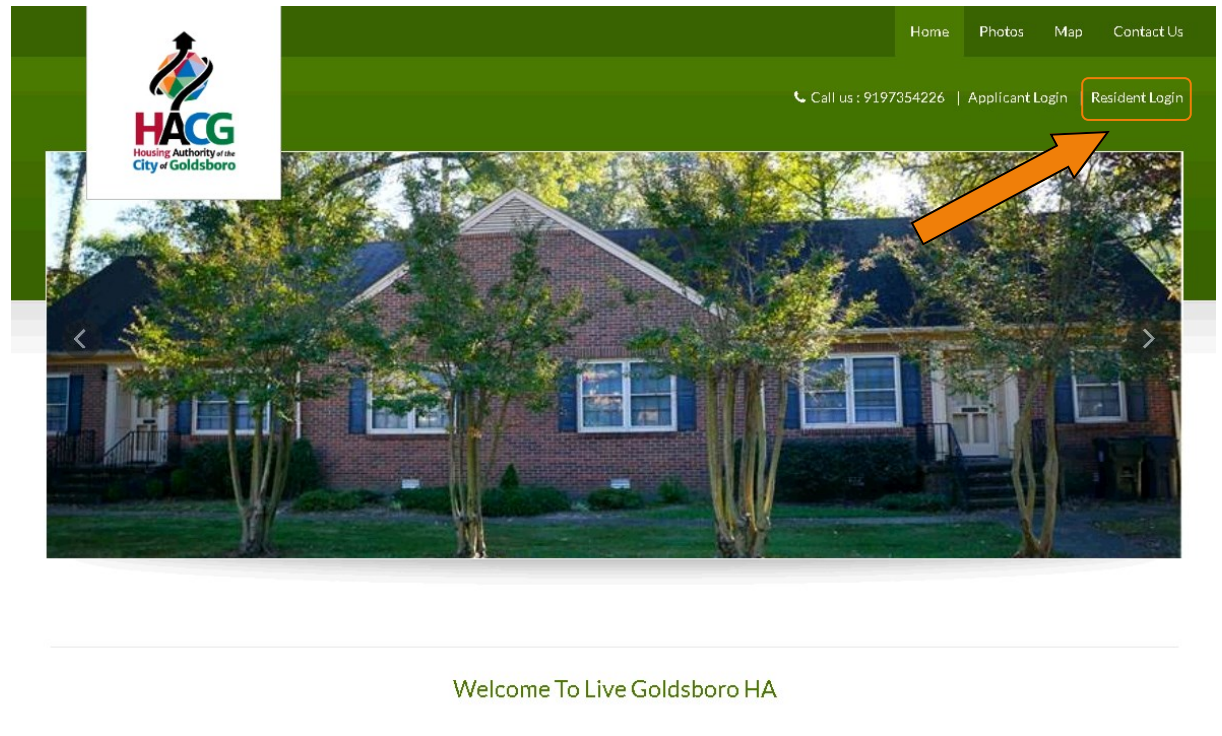
Welcome To Live Goldsboro HA

# HOW TO LOGIN

## STEP 2

On the homepage, click Resident Login.

myportal.hacg.org



# HOW TO LOGIN

## STEP 3

Enter your Email and Password and click Sign In.



## Welcome To Resident Services

To create your Housing Authority for the City of Goldsboro account you need a valid email address. If you do not have a valid email address, you will need to create one.

Please click on the following links to access popular email providers:

[Gmail](#)

[Yahoo!](#)

[Outlook](#)

First Time Visitors: Follow the '[Click here to register](#)' link below.

Returning Visitors: Login with your email and password.

Select Language

Powered by [Google Translate](#)

Email

Password

Sign In

[Forgot password?](#)

[Click here to register.](#)



# HOW TO LOGIN

## STEP 4

If you do not remember your password click [Forgot Password?](#). Otherwise, skip to step 6.

Already have an account? [Login Now!](#)

## Login

Select Language

Powered by [Google Translate](#)

Email

Password

[Forgot password?](#)

Login



# HOW TO LOGIN

## STEP 5

Enter the email you used when you created your account. Click [Submit](#).

If your email is **valid** you will get the following green message. Check your email and proceed with resetting your password and logging into your account.


If your email is **not valid** you will get the following red message. Try a different email you may have used. Contact your Property Management Office for assistance if you do not know the email you used to create your account.

## Password Reset

Please enter your email address and we'll send you a link to reset your password.

Email

John.doe@gmail.com

 I'm not a robot



[Submit](#)

If you have an account with us an email will be sent. [×](#)

That email address is not associated with an account at : Goldsboro HA. [×](#)

# HOW TO LOGIN

## STEP 6

You are now successfully logged in to your portal.

The screenshot displays the user interface of the Housing Authority of the City of Goldsboro (HACG) portal. At the top left is the HACG logo, which includes a stylized house icon and the text "HACG Housing Authority of the City of Goldsboro". The main navigation bar shows the current page as "Compliance" with a home icon and a user profile icon. The user is logged in as "John Doe 123 Anywhere Drive". Below the navigation bar, there are eight quick links arranged in a 2x4 grid: "Certifications", "Basic Information", "Family Information", "Waiting List Status", "Documents", "Register With Another Agency", "Apply to Waiting Lists", and "Report a Change". On the right side, there is a "QUICK LINKS" section with a dropdown menu labeled "I want to:" currently set to "Update Contact Details", and a "Go" button.



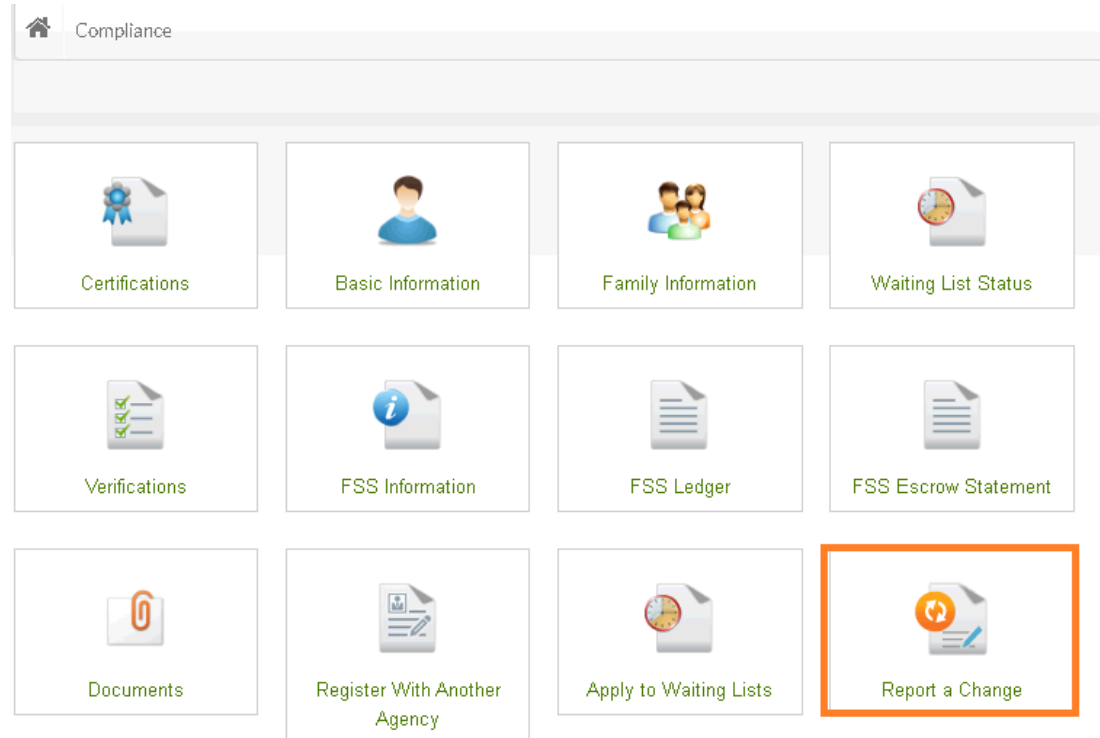
# REPORTING A CHANGE

# REPORT A CHANGE

## STEP 7

Once you have successfully logged in to the RentCafe Portal you will be on your home screen.

Click **Report a Change** to begin your Interim Certification.



# LANGUAGE SELECTION

## STEP 8

Select your preferred language.

Click **Save and Continue**.

### Report a Change

- Language Selection
- Welcome Page
- Household Members
- Income
- Assets
- Expenses
- Member Criminal History
- Reasonable Accommodation
- Final Review & Submission

Application Progress  100%

\* Denotes a required field

### Select Your Preferred Language

Preferred Language\*

- English
- አማርኛ (Amharic)
- ភាសាខ្មែរ (Khmer)

# WELCOME PAGE

## STEP 9

Let's get started...

Click **Save and Continue**.

Answer each question until your application progress is 100%.

If the Tenant does not have time to complete the Interim in one session, you may log out and resume the certification at a later time. Please make note of your user name and password.

\* Denotes a required field

### Report a Change Overview

Let's get started...You can use this online form to report changes to your household information that occur prior to your next annual recertification. This is also known as an Interim Certification. Include any changes to your:

- Household members
- Income
- Assets
- Expenses

You can log out anytime and your progress will be saved. However, your Report a Change progress must be 100% and submitted in order for it to be sent to your Property Manager for review.

Click **Save and Continue** to get started.

Back

Next

# HOUSEHOLD MEMBERS

## STEP 10

Review and Update Your Household Members by clicking **Edit** beside the member.

If there are additional members in the Household, select **Add Household Member**.

If there are members listed that are no longer in your household, select **Delete**.

The Tenant must enter accurate member information for all members of the household.

**Failure to do so may affect your eligibility.**

If there are no changes to household members click Next.

## Review and Update Your Household Members

Click **Add Household Member** to add a new member.

Your household includes:

- The head of household
- Co-head of household
- Spouse
- Other adults and children living with you
- Live-in aides
- Foster children/adults

Add Household Member

First Name	Last Name	Relationship	Age	Gender		
		Head of Household	67	Male	Review and Confirm	Delete

Showing 1 to 1 of 1 entries

Go Back

Save and Continue

# HOUSEHOLD MEMBERS

## STEP 11

For new Household Members: Tell Us About the new Household Member.

\* = Required Field

Click Save at the bottom of the popup box.

### Tell Us About Household Members

Member Details

First Name*	<input type="text"/>
Middle Name	<input type="text"/>
Last Name*	<input type="text"/>
Date of Birth*	<input type="text"/>
Social Security Number*	<input type="text"/>
Gender*	<input type="text"/>

**Race**

American Indian or Alaska Native*	<input type="text" value="No"/>
Asian*	<input type="text" value="No"/>
Black or African American*	<input type="text" value="Yes"/>
Native Hawaiian or Other Pacific Islander*	<input type="text" value="No"/>
White*	<input type="text" value="No"/>

# INCOME

## STEP 12

Review and Update Your Family's Income Information by clicking [Edit](#).

If you need to add new income click [Add Income](#). [Tell Us About Income](#).

If you no longer receive an income click [Delete](#).

Click [Save and Continue](#).

\* Denotes a required field

### Income

Review and update your family's income. Click [Add Income](#) to add a new source of income.

[Add Income](#)

Name	Income Source	Annual Earnings	Edit	Delete
	Social Security - SOCIAL SECURITY ADMINISTRATION	\$15,528.00	<a href="#">Edit</a>	<a href="#">Delete</a>

### Tell Us About Income

[Income Details](#) | [Income Type Definitions](#)

Who receives this income?\*

How much does this person receive for each income payment?\*

What type of income is this?  
[Click Here](#) for income type definitions.\*

How often is this income received?\*

Additional Information

[Save](#) [Cancel](#)

# ASSETS

## STEP 13

Review and Update Your Family's Asset Income Information by clicking [Edit](#).

If you need to add new asset click [Add Income. Tell Us About Income](#).

If you no longer have an asset click [Delete](#).

Click [Save and Continue](#).

Application Progress

42%

## Review and Update Your Family's Asset Information

Click [Add Asset](#) to add a new asset.

[Add Asset](#)

No Assets Added

[Go Back](#)

[Save and Continue](#)



# EXPENSES

## STEP 14

Review and Update Your Family's Expenses Information by clicking [Edit](#).

If you need to add new expense click [Add Income](#).

If you no longer have an expense click [Delete](#).

Click [Save and Continue](#).

Application Progress

50%

## Review and Update Your Family's Expenses Information

Click [Add Expense](#) to add a new medical, disability, or childcare expense.

[Add Expense](#)

No Expenses Added

[Go Back](#)

[Save and Continue](#)

# CRIMINAL HISTORY

## STEP 15

Answer the following questions about the criminal history of your household members.

Click [Next](#).

\* Denotes a required field

### Member Criminal History

Answer the following questions about the criminal history of your household members.

Does any household member have current or pending criminal charges against them? \*

Has any household member ever been convicted of manufacturing or distributing a controlled substance? \*

Does any household member have criminal convictions? \*

Is any household member registered as a lifetime sex offender? \*

Has any household member been convicted of fraud, embezzlement, or bribery? \*

[Back](#)

[Next](#)

# REASONABLE ACCOMMODATION

## STEP 16

If you or any member of your household has a disability please complete the Reasonable Accommodation questions.

Click [Save and Continue](#).

Application Progress 31%

\* Denotes a required field

### Reasonable Accommodation

A Reasonable Accommodations is a change, exception, or adjustment to a rule, policy, practice, or service in order to enable an applicant or resident with a disability to have an equal opportunity to use and enjoy the housing unit, the common areas of a dwelling or participate in or access programs and activities conducted or sponsored by the Housing Authority.

Do you need a reasonable accommodation at this time? \*

Yes

The following member of my household has a disability (defined below as a physical or mental impairment that substantially limits one or more life activities or a record of having or being regarded as having such an impairment. \*

# FINAL REVIEW

## STEP 17

You are almost done! Before submitting your interim certification let's check for errors, upload verification documents, and review your information.

Click [Save and Continue](#).

Application Progress 58%

### Final Review & Submission

You are almost done! Before submitting your recertification, let's check for errors, upload verification documents, and review your information.

[Go Back](#)

[Save and Continue](#)

## ERROR CHECK

### STEP 18

If a error is found you will be directed to that step to make the correction.

Click [Save and Continue](#).

Application Progress

67%

## Error Check

Before we submit, let's check for any errors in your recertification.

We didn't find any errors.

[Go Back](#)

[Save and Continue](#)

# UPLOAD DOCUMENTS

## STEP 19

Upload the requested documents below. It is recommended that you upload these documents before submitting your annual recertification as missing documentation can cause delays in completing your annual recertification.

Click **Save and Continue**.

### Documents

Upload the requested documents below. If you are unable to upload the documents now, click **Save and Continue** and we will gather this information later.

Document			
- Social Security - Upload necessary documents.	<input type="button" value="Upload"/>		
Scan other household documents.	<input type="button" value="Upload"/>		

Showing 1 to 2 of 2 entries

# SUMMARY

## STEP 20

Review this summary and confirm your information is accurate and complete.

Click **Save and Continue**.

[Upload Documents](#)

### Summary

Review this summary and confirm your information is accurate and complete.

#### Add/Edit Member

First Name	Last Name	Relationship	Age	Gender
		Head of Household	67	Male

Showing 1 to 1 of 1 entries

#### Add/Edit Income

Name	Income Source	Annual Earnings
	Social Security	\$10,440.00

Showing 1 to 1 of 1 entries

#### Add/Edit Asset

No Assets Added

#### Add/Edit Expense

No Expenses Added

- I/We certify that the information\* given to the Housing Authority of the City of Goldsboro on household composition, income, net family assets, allowances and deductions is accurate and complete to the best of my/our knowledge and belief. I/We certify that I the tenant or any member of my/our household is not subject to a lifetime state sex offender registration program in any state. I/We understand that false statements or information are punishable under Federal law. (Add reference to State law if applicable). I/We also understand that false statements or information are grounds for termination of housing assistance and termination of tenancy.

If you believe you have been discriminated against, you may call the Fair Housing and Equal Opportunity National Toll-free Hot Line at 800-424-8590. (Within the Washington, D.C. Metropolitan Area call 426-3500).

\*After verification by this Housing Agency, the information will be submitted to the Department of Housing and Urban Development of Form HUD-50058 (Tenant Data Summary), a computer-generated facsimile of the form or on magnetic tape. See the Federal Privacy Act Statement for more information about its use.

[Go Back](#)

[Save and Continue](#)

# SIGN AND SUBMIT

## STEP 21

Each *adult* household member must Sign all the required documents.

Click [Here to Sign, Agree and Continue](#) on the Terms Page.

Application Progress

92%

Upload Documents

### Sign and Submit

Sign all the required documents to submit your annual recertification.

Document	View	Sign
Household Documents for I to Sign	<a href="#">View Document (Unsigned)</a>	<a href="#">Click here to sign</a>
Member Documents for [redacted] to Sign	<a href="#">View Document (Unsigned)</a>	<a href="#">Click here to sign</a>

Showing 1 to 2 of 2 entries

[Go Back](#)

any renewals or extensions of the lease or receipt of any notice in electronic form, I may withdraw my consent provided above to use my electronic signature instead of a physical signature or my consent to be provided notices under the lease to me in electronic form or to receipt of any notice in electronic form by providing written notice to the property manager from whom I am renting.

#### Physical Signatures May Delay the Signing Process

I acknowledge and understand that executing the lease by a physical signature may result in, among other things, a delay in the leasing process, and the potential for the lease approved by the property manager due to delays.

#### System Requirements to Utilize the Electronic Signature Functionality

To utilize the Electronic Signature functionality, a web browser that supports the HTTPS protocol, HTML, and cookies (e.g., including but not limited to, current versions of Chrome, Internet Explorer, or Safari) will be needed. Viewing PDF documents requires Adobe Acrobat/Reader or similar software.

#### Instructions to Change Consent and/or Update Contact Information

I understand that I should contact the property owner or manager directly to request paper copies of documents, withdraw consent to conduct business electronically, and/or contact information.

#### Save My Signature Consent and Disclosure

By clicking "Save & Continue" at the next screen, I agree and consent to the use of my electronic signature, inclusive of my chosen signature and initials, instead of a physical signature to execute all documents chosen including legally binding contracts, and agree to be bound by the terms thereof as if I had signed each document with my physical signature.

DISAGREE

AGREE & CONTINUE



# SIGN AND SUBMIT

## STEP 22

Create your signature and your initials. Click [Save and Continue](#).

### Create Your Signature

Use your mouse or finger to create your signature. You can [choose a script signature](#) instead.

Your Signature

[Clear Signature](#)

Your Initials

[Clear Initials](#)

# SIGN AND SUBMIT

## STEP 23

Click each yellow box to sign, initial, or date the document. Click [Jump to Next](#) or scroll down to sign all documents.

Signature: <input type="button" value="Sign"/>	Date: <input type="button" value="Date"/>	Signature
Signature:	Date:	Signature
Signature:	Date:	Signature

All ADULT household members

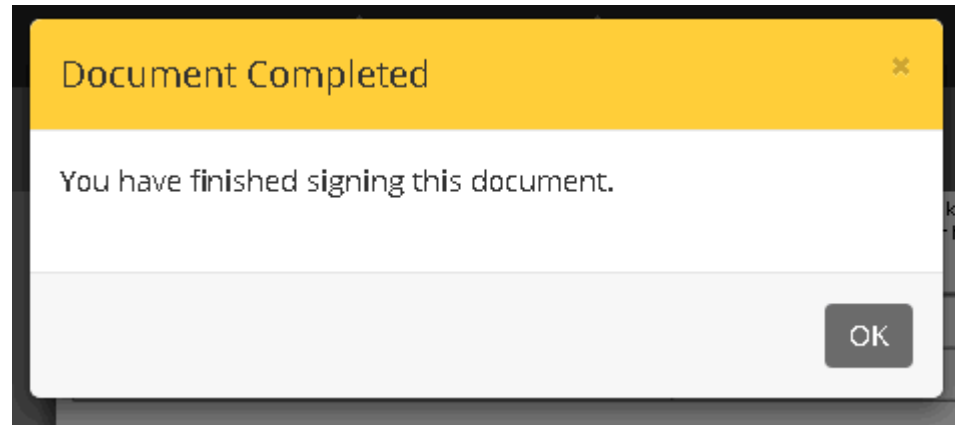
Signature: <input checked="" type="button" value="✓"/>	Date: <input checked="" type="button" value="✓"/>	Signature
Signature:	Date:	Signature
Signature:	Date:	Signature

# SIGN AND SUBMIT

## STEP 24

Once all adult household members have signed the documents your annual recertification is automatically submitted to the property manager for review.

Remember, if you failed to upload verification documents or information is not completed, your Property Manager will contact you through the Portal.



### Sign and Submit

Sign all the required documents to submit your annual recertification.

[Upload Documents](#)

